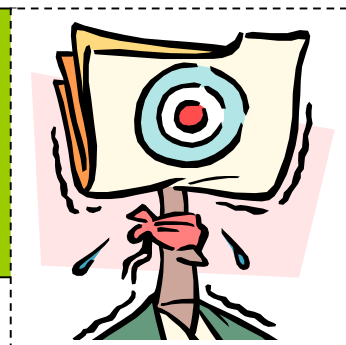


Enterprise
SFA-Wide Support

ANALYSIS
FSA Performance



Team Roster

Cyndi Reynolds, Sarah Gottschalk, Tony Oliveto, Colleen McGinnis, Barry Goldstein, Brend Avoletta.

Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	72.9	74.2			
	Other survey					
EMPLOYEE SATISFACTION		4.08	4.22			
UNIT COST	Your Portion		\$0.16		\$0.14	
	Other					

Contributions

- Re-institute the “Quarterly Pizza Lunch” to obtain regular customer feedback.
- Implement an improved and less-expensive automated reporting system. Saves \$250,000 per year.
- Conduct a facilitated planning retreat to develop appropriate roll of FSA Performance as well as initiatives to improve customer and employee satisfaction.

Status

May 31, 2002
(Customer Satisfaction)

April 30, 2002
(Unit Costs)

September 31, 2002
(Unit Cost, Customer Satisfaction,
and Employee Satisfaction)